

## WEBPACER FREQUENTLY ASKED QUESTIONS (FAQ)

1.	<p><b>What is webPACER?</b></p> <p>webPACER is the <i>Public Access to Court Electronic Records</i> system for the United States Bankruptcy Court for the Central District of California. With its user-friendly screens, browser menu, and availability in all divisions, webPACER has become an important vehicle in the delivery of the court docket, imaged documents, case information, court calendars, and tentative rulings to the public.</p>
2.	<p><b>How can I access webPACER?</b></p> <p>From the Court's web site, select <b>Electronic Services</b>. From the Electronic Services menu, select <b>webPACER</b>. From the webPACER page, select the division you wish to view cases for.</p> <p>For additional information, please download the Internet webPACER FAQs.</p>
3.	<p><b>How can I register for webPACER?</b></p> <p>To access webPACER information, either visit the web site at &lt;<a href="http://www.pacer.psc.uscourts.gov">www.pacer.psc.uscourts.gov</a>&gt; or call the PACER Service Center at (800) 676-6856, Monday through Friday, 8:00 a.m. to 5:00 p.m. (Central Time). You will receive a user ID login and a password.</p>
4.	<p><b>What computer hardware do I need?</b></p> <p>You can access webPACER through any system (PC, Macintosh, DEC, etc.) that has an Internet connection and a suitable web browser. <b>NOTE:</b> We can only offer advice and help to clients using Intel Pentium PCs with internal or external modems.</p>
5.	<p><b>What operating system do I need?</b></p> <p>You can use a number of operating systems, including UNIX and Windows 3.1. However, we only support Windows 95 and 98. Windows NT is sufficiently similar that our information supports this operating system.</p>
6.	<p><b>What browser do I need?</b></p> <p>Supported browsers are: Netscape 4.X and above and Internet Explorer 3.X and above. Others which match these standards may also work. In the near future, your browser may need to be set to accept cookies.</p>
7.	<p><b>How do I get more help?</b></p> <p>For more advanced help, call the PACER Service Center at (800) 676-6856, Monday through Friday, 8:00 a.m. to 5:00 p.m. (Central Time), or visit the web site at &lt;<a href="http://www.pacer.psc.uscourts.gov">www.pacer.psc.uscourts.gov</a>&gt;.</p>